Service Desk Agent with TS, SCI clearance Job

Employer Name:

SpiderID: 12413326

Location: Springfield, Virginia

Date Posted: 4/13/2022

Wage: Negotiable

Category: Information Technology

Job Code: 00017

Please Note that a TS/SCI clearance is required for this position. Position is located on-site in Springfield VA. There are 3 shifts available day, swing, overnight.  
  
Responsible for supporting the program/project/client to deliver Technology Infrastructure Services to meet customer business needs and expectations. Receives and responds to routine/basic customer problems, issues, requests. As the entry point for customers, documents, notifies proper department/desk, escalates as necessary, and tracks and follows up on all incidents. Combines demonstrated technical qualities with exceptional customer service in daily responsibilities.  
  
Duties And Responsibilities  
  
Attains a minimum of 85.5% of working hours each day in an available state while logged into the telephone ACD queue; must log in promptly at designated work hours.  
  
Receives and logs customer problem/request/issues by documenting the problem and updating the customers contact information.  
  
Performs initial level of problem identification and attempts to resolve routine or basic issues using provided knowledge articles when appropriate. Escalates to more senior team members as appropriate.  
  
Assists with monitoring and tracking incidents. Follows through to resolution within the customer Service Level requirement by taking notes on the steps outlined within the provided knowledge articles in the problem ticket and makes prompt notification to responsible party for resolution in order to minimize the amount of time taken to resolve customer issues.  
  
Performs incident notification and escalation of problems/request/issues to responsible party.  
  
Performs follow up on all incidents with customer to provide exceptional customer satisfaction.  
  
Follows defined process to document problems within tracking software and database.  
  
Through provided training, attains knowledge of customer and customer specific business environment. Attains an understanding of customer Service Level requirement.  
  
Through training, attains the necessary technical skills and understanding of supported clients with the Service Desk to achieve problem resolution goals.  
  
Seeks opportunities to improve knowledge, skills and performance and is receptive to constructive criticism.  
  
Other supporting duties, as directed.  
  
Willingness to work overtime and varying hours as required.  
  
Excellent customer service skills.  
  
Uses a knowledge document to work independently with general supervision and maintains a high-degree of professional conduct at all times.  
  
Excellent communication and interpersonal skills.  
  
Good problem solving and analytical skills.  
  
Ability to interact effectively with others.  
  
Ability to follow instructions to produce desired results.  
  
Aptitude to multi-task workloads.  
  
Technical experience in  
  
Microsoft Windows Operating Systems  
  
Microsoft Office  
  
Network Connectivity  
  
Print Services  
  
E-Mail and Internet mail  
  
Basic PC usage and troubleshooting  
  
Minimum Qualifications  
  
1-2 years Personal Computer experience including customer support or Help Desk.  
  
0-2 years of customer service or public relations experience.  
  
Experience with an incident tracking system (desirable).  
  
TS/SCI required  
  
Other Job Specific Skills  
  
Excellent customer service skills  
  
Uses a knowledge document to work independently with general supervision and maintains a high-degree of professional conduct at all times  
  
Excellent communication and interpersonal skills  
  
Good problem solving and analytical skills  
  
Ability and desire to build additional technical skills  
  
Ability to interact effectively with others  
  
Ability to follow instructions to produce desired results  
  
Aptitude to multi-task workloads  
  
Ability to remain calm and courteous in periods of stress  
  
Ability to work with broad range of experience levels  
  
Good administrative and organizational skills  
  
Willingness to work overtime and varying hours as required  
  
#cjpost

Start Date:   
  
  
Position Type: Full-Time Permanent  
  
  
Years of Experience Required:   
  
  
Education Required:   
  
  
Overnight Travel:   
  
  
Vacation Time:

Contact Name: ASM Research

Company: ASM Research